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2121

Docket No.: 8827.008.00-US
(PATENT)

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Patent Application of:
Earl D. Cox

Confirmation No.: 8713

Application No.: 10/032,967

Art Unit: 2121

Filed: October 26, 2001

Examiner: J. P. Hirl

For: BEHAVIOR EXPERTS IN E-SERVICE
MANAGEMENT

Customer No.: 30827

AMENDMENT IN RESPONSE TO NON-FINAL OFFICE ACTION

MS Non-Fee Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

RECEIVED

JUN 14 2004

Technology Center 2100

Dear Sir:

INTRODUCTORY COMMENTS

In response to the Office Action dated March 8, 2004 (Paper No. 8), please amend the above-identified U.S. patent application as follows:

Amendments to the Specification begin on page 2 of this paper.

Amendments to the Claims are reflected in the listing of claims which begins on page 3 of this paper. This listing of claims replaces all prior versions, and listing of claims in the application.

Remarks/Arguments begin on page 12 of this paper.